



Approved for through 10/31/2002. OMB 0651-0031  
U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

**REQUEST  
FOR  
CONTINUED EXAMINATION (RCE)  
TRANSMITTAL**

Subsection (b) of 35 U.S.C. § 132, effective on May 29, 2000, provides for continued examination of an utility or plant application filed on or after June 8, 1995. See The American Inventors Protection Act of 1999 (AIPA).

Application Number	09/431,017
Filing Date	November 1, 1999
Examiner Name	Q. Nguyen
First Named Inventor	Anderson et al.
Group Art. Unit	2642
Attorney Docket Number	DAVOX-164XX

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application.

**NOTE:** 37 C.F.R. § 1.114 is effective on May 29, 2000. If the above-identified application was filed prior to May 29, 2000, applicant may wish to consider filing a continued prosecution application (CPA) under 37 C.F.R. § 1.53 (d) (PTO/SB/29) instead of a RCE to be eligible for the patent term adjustment provisions of the AIPA. See Changes to Application Examination and Provisional Application Practice, Interim Rule, 65 Fed. Reg. 14865 (Mar. 20, 2000), 1233 Off. Gaz. Pat. Office 47 (Apr. 11, 2000), which established RCE practice.

1. Submission required under 37 C.F.R. § 1.114

- a.  Previously submitted
  - i.  Consider the amendment(s)/reply under 37 C.F.R. § 1.116 previously filed on \_\_\_\_\_ (Any unentered amendment(s) referred to above will be entered).
  - ii.  Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_
  - iii.  Other \_\_\_\_\_
- b. Enclosed
  - i.  Amendment/Reply
  - ii.  Affidavit(s)/Declaration(s)
  - iii.  Information Disclosure Statement (IDS)
  - iv.  Other 5-month extension of time

2. Miscellaneous

- a.  Suspension of action on the above-identified application is requested under 37 C.F.R. § 1.103(c) for a period of \_\_\_\_\_ months. (Period of suspension shall not exceed 3 months; Fee under 37 C.F.R. § 1.17(i) required)
- b.  Other \_\_\_\_\_

3. Fees The RCE fee under 37 C.F.R. § 1.17(e) is required by 37 C.F.R. § 1.114 when the RCE is filed.

- a.  The Director is hereby authorized to charge the following fees, or credit any overpayments, to Deposit Account No. 02-3285
  - i.  RCE fee required under 37 C.F.R. § 1.17(e)
  - ii.  Extension of time fee (37 C.F.R. §§ 1.136 and 1.17)
  - iii.  Other Charge any additional fees or credit any overpayment to Dep. Acct. 02-3285.
- b.  Check in the amount of \$ 2,780, specifically \$770 for RCE filing fee and \$2,010 for 5-month EOT enclosed
- c.  Payment by credit card (Form PTO-2038 enclosed)

**RECEIVED**

MAR 25 2004

Technology Center 2600

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED**

Name (Print /Type)	Paul J. Kroon, Jr.	Registration No. (Attorney/Agent)	51,902
Signature		Date	March 19, 2004

**CERTIFICATE OF MAILING OR TRANSMISSION**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner For Patents, Box RCE, Washington, DC 20231, or facsimile transmitted to the U.S. Patent and Trademark Office on:

Name (Print /Type)	Patricia L. Hillery	Date	March 19, 2004
Signature			

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND Fees and Completed Forms to the following address: Commissioner for Patents, Box RCE, Washington, DC 20231.

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Serial No.: 09/431,017  
File November 1, 1999  
Group Art Unit: 2642

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Date: March 19, 2004

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SAC  
3/29/04

COMMISSIONER OF PATENTS  
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-164XX

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM  
AND METHOD  
*4 pgs. (14)*

Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

A Petition for Extension of Time for Five months is hereby made, under §1.136(a); a check in the amount of \$2,780 is enclosed per §1.17.

\_\_\_\_\_ is hereby appointed Associate Attorney by:

Registration No.:

Attorney of Record: Daniel J. Bourque  
Registration No.: 35, 457

Other: Request for Continued Examination

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 7	- 3	=	x \$84.00 =	
Total 33	- 20	=	x \$18.00 =	RECEIVED
[ ] Multiple Dependent Claims (1st presentation)			+ \$280.00 =	MAR 25 2004
SUBTOTAL ADDITIONAL CLAIM FEE				Technology Center 2600
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				

No additional claim fee.

In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on March 19, 2004.

*Paul J. Kroon*

Attorney of Record: Paul J. Kroon, Jr.  
Registration No. 51,902

SUBMIT IN TRIPPLICATE